



RENOVA
TECHNOLOGY

Quality. Reliability. Service.

CASE STUDY SERIES: Innovations in Reverse Logistics

Customized 3PL Solutions

Renova Adapts to Manufacturer's Needs to Streamline RL Processes

Challenge: Manufacturers must focus on their core competencies of development, distribution and marketing in order to keep shareholders and customers happy.

Solution: Engaging with specialists in the reverse logistics industry, such as Renova, to handle aftermarket service.

Results: Renova Technology helps manufacturers increase efficiency by responding to their unique needs with customized programs, processes, infrastructure adaptations and thoughtful solutions.

Independent Third Party Warranty Screening

Utilizing an independent third party for warranty screening eases many burdens upon the contract manufacturer, provides a truly objective screening assessment, and many times can reduce costs for the OEM. Of course, there are the infrastructure challenges of putting a program in place in which all three parties can communicate with each other in regards to SKUs, serial numbers and database reporting. Renova Technology has the ability to model their IT and database systems in order to deliver a truly customized solution for their client's flow of product and processes.

In Warranty Repair on Behalf of OEMs and Contract Manufacturers

In addition to the screening process, Renova Technology also has the ability to perform the actual repair on behalf of OEMs and their contract manufacturers, while remaining invisible to the end user when necessary. Current programs have significantly reduced transportation, administrative and inventory costs. Renova routinely works with both domestic and international contract manufacturers and easily adapts to their systems.

Reduction of Operational Costs

Transportation Costs	500% ↓
Repair Lead Time	90% ↓
Inventory	36% ↓

Out of Box Failure Support

Renova Technology understands that Out-of-Box Failures (OBFs) are an unplanned event that demand a jump start production process and quick turnaround time. Their educated and experienced technicians work directly with manufacturing and engineering departments to identify OBFs and early life failures as a result of design and manufacturing defects. OEMs and CMs alike know they can depend on Renova's flexibility to meet their production and distribution schedule, as well as Renova's data capture and reporting capabilities, all while maintaining the quality necessary to ensure brand loyalty.

Upgrades & Reconfiguration

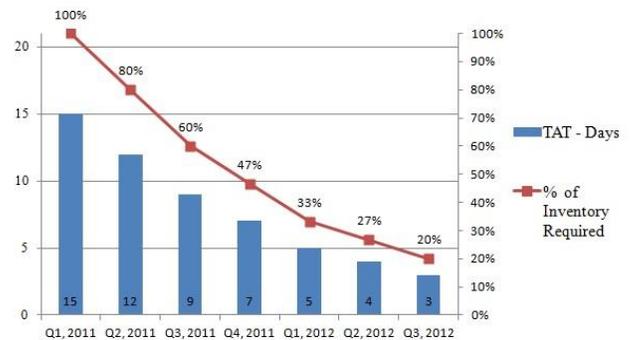
Often times manufacturers design and build a product that requires modification in order to sell into different applications, markets, and/or configurations. As a normal course of business these requirements are always with short lead times and of high importance. Renova provides a flexible support staff to accommodate these special rework opportunities to meet the most demanding schedules.

"Renova Technology effectively manages the inventory coming in, quick turn-around of the rework, then the return of the units back to our warehouse. Great work!" - Operations Program Manager, major POS Manufacturer

Renova Technology Optimizes the Reverse Supply Chain for OEMs

For over 17 years, Renova Technology has been working directly with OEMs to optimize the reverse supply chain of electronics manufacturers. This is accomplished through their ability to create and implement customized aftermarket solutions that increase profitability, improve customer satisfaction, and decrease inventory and service operations costs.

Reduced Turn Around Time Drives Lower Spare Parts Inventory Requirements



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For More Information:

Contact us: solutions@renovatechnology.com

Visit us: www.renovatechnology.com

Call us: 770-325-5600

